

Part C State Annual Performance Report (APR) for 2007**Overview of the Annual Performance Report Development:**

Arkansas met with the Arkansas Governor's Interagency Council in the 2007-2008 reporting period to discuss direction for the Part C program. This time period also included meetings with other stakeholders which included direct service providers, Head Start, Medicaid, State Service Coordinators and administrators, and the Division of Developmental Disabilities (DDS) Quality Assurance monitoring staff. NECTAC, SERRC, and NCSEAM met with staff in Arkansas in July 2007 to conduct a focus monitoring visit which led to changes in the way Arkansas monitored. SERRC and NECTAC communicated regularly with Part C staff and visited three times from July 2007 to July 2008. These technical assistance groups (NECTAC, SERRC, and DAC) have assisted Arkansas in putting together its reporting for the APR.

Each year Arkansas places provider report cards on the DDS website which include their data reporting for each indicator and also includes surveys from families which tell how well they are being informed. As a result of the data that each provider has submitted which shows non-compliance they are to submit plans which require correction as soon as possible but no later than one year.

Part C in Arkansas set criteria for making State provider Determinations using the same guidelines as OSEP used for the States.

The Part C asked for guidance from the Governor's Interagency Council this year regarding the funding which is used for direct services. The proposed plans were given to the ICC and suggestions and advice were requested.

Monitoring Priority: Early Intervention Services in Natural Environments

Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C 1416(a) (3) (A) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services.

FFY	Measurable and Rigorous Target
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(2007-08)	100% of infants and toddlers with IFSPs will receive the early intervention services on their IFSP in a timely manner.
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Actual Target Data for FFY 2007-08:

Total State of Arkansas Providers and State Staff) = 252

Total Timely = 200

Total family = 23

Total timely (including family delays) = 88.4%

Totally Untimely = 29 = 12%

All Non-Compliance identified for this reporting in 2007 was corrected by February 2008.

Arkansas collected reliable and valid data for timely services on the IFSP using inquiry from State Service Coordinators, Licensed Community programs, and Independent providers. Inquiry was used because:

- Medicaid money pays for part of the services for children birth to 3 years of age, insurance pays for a percentage, and Part C funding pays for the rest. Arkansas does not have a computer system that allows us to collect data on all of these funding sources.
- Part C had not added the timely services component to our Special Education Automaton System (SEAS).

DDS data manager looked at children who had IFSPs in place for the months of August, September, and October of 2007. A comparison was made with DDS Mainframe/Special Education Automation Systems (SEAS) database and Electronic Data System (EDS) billing records to acquire the “start date of services”. Data Manager compiled the report and asked providers to answer and verify on inquiry if information was valid and accurate.

Delays in providing services are:

- Late prescriptions from physicians, unavailable service therapist, and late Prior Authorizations for funding.
- Timely services aren’t being provided for those children who are hearing impaired, have feeding and swallowing dysfunctions, and lip and cleft palate because we are not able to get those services to the field in a timely manner, if at all.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2007:

	State Performance Plan Activities	Improvement Activities Completed in 2007
1	2007-08 SEAS (Special Education Automation System) will add three new fields to collect timely services data; target date, actual start dates, and justification if services that do not start within the 30 day timeframe.	In 2007-08 Arkansas is still negotiating for the integration of Special Education Automation System (SEAS) computer system and our own database which will collect data more efficiently. One of the changes that we hope to initiate within the year is a more defined

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Arkansas
State

		collection of timely service. We were unable to add funding this year to the state computer system because that information system has to prioritize their time with the State of Arkansas.
2.	2007-08 Training will be conducted for data entry into SEAS for timely services.	In 2007 and 2008 Part C continued to train staff and providers on SEAS data entry. This rating year Part C trained three (3) times on SEAS.
3.	2008 SEAS will interface with the old DDS main frame computer system by year 2008 providing a better data collection system.	In 2008 the state information system began to purge bad data from the DDS system so that the merge with SEAS would be clean. This process has been completed and the merge should happen in early 2009.
4.	2007-08 There will be continued training on the new timelines for getting services to children.	Progress in 2007-08. Training staff has incorporated this into the quarterly schedule. Timeliness of services was reviewed twice quarterly during trainings for Service Coordination and the IFSP. This course is required for new Service Coordinators. Timeliness of services was also reviewed with providers during Therapeutic Services Orientation, which was offered once quarterly and also presented onsite to three (3) centers. This course is required for Early Intervention Certification of therapy providers.
5.	2007-08 Monitoring will be conducted to verify timely services.	Progress for 2007-08 Quality Assurance staff began their monitoring on the new timely services definition (30 days from the IFSP/parent consent) in 2006 which improved the timeliness of services.

While we have not met the 100% target for 2007-08, Arkansas Part C is pleased to note that they have improved from 77% to 88.4%. Three (3) providers were found to have not met the timely services and corrected before February 2008.

Some of this was attributed to:

- The new Prior Authorization method where provider/Service Coordinator completes a form in SEAS that allows them to send directly to the unit has proved to be a success with some issues to be corrected this year.
- Arkansas collected reliable and valid data for timely services on the IFSP using inquiry from State Service Coordinators, Licensed Community programs, and Independent providers.

While we have made these improvements we will continue to work toward improving our data collection system, train our staff, and expect accurate reporting.

Correction of Non-compliance

In 2006-07 reporting year, there were 255 instances of services not being timely out of 1125 total services. There were five (5) Letters of non-compliance sent in September of 2007 to those providers and data inquiry reported that four (4) were corrected at the end of the reporting year, one provider did not respond to data inquiry and was given a directed plan of correction with improvement/correction within 90 days. Technical assistance has been offered and training if needed.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines /Resources for FFY 2008:

The following two activities are Proposed Improvement activities to address slippage:

- Arkansas Part C is working this year with the Arkansas Children's Hospital Grant, Arkansas School for the Deaf, and Arkansas Health Department (ADH) to increase our services and timelines for children who are deaf/hard of Hearing, cleft lip/palate, and/or feeding and swallowing dysfunction. Arkansas Children's grant will identify and provide needed services such as speech pathology, audiology, training, equipment loaners, and coordination around the state.
- Arkansas Health Department is completing a *Memorandum of Understanding* with Part C that will require referrals to Part C for infants and toddlers, and Part C will report back level of services, and also report children that ADH had not previously identified.

Part C Annual Performance Report (APR) for 2007-08

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services in Natural Environments

Indicator 2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children.

(20U.S.C. 1416(a) (3) (A) and 1442)

Measurement: Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children) divided by the (total # of infants and toddlers with IFSPs)] times 100.

FFY	Measurable and Rigorous Target
2007-08	68% of infants and toddlers with IFSPs will primarily receive their services in the homes or programs for typically developing children.

Actual Target Data for 2007-08

Children who receive their services in natural environment setting (based on home and typically developing codes) = 46% (1, 292) divided by 2838.

There were 1546 children receiving services in Licensed Community Programs or clinic settings. There were 42 findings of non-compliance out of 76 providers monitored, 16 corrections were made by 2008. Corrective action plans were requested and providers have 90 days to show improvements. We requested improvement be made in adding typical children to their classroom, integrating with daycares, or other activities that would increase or show improvement in the programs/clinics.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

- Arkansas did not meet its 68% target this year for natural environment but, Part C data is more accurate this 2007 reporting period even though it indicates for the providers. Arkansas considers this to be progress for reporting purposes.
- Part C data is also more accurate this reporting period because providers are being trained and policy clarification helps them to understand natural environment. Slippage in this area is due to more accurate reporting of how many children are in licensed community settings, but also data does not collect how many typical children attend those centers.
- While the Licensed Community settings is not home or community based we think that this is a way to provide quality services for children who can't get the needed level of service without travelling long distances or who need the equipment and socialization provided in that setting. Part C in Arkansas requires individualized justification when services can't be wrapped around this child except in a licensed community setting. Due to rural areas and high levels of unemployment parents are left with no resources for their disabled children and the only option is a community program.

	State Performance Plan Activities	Improvement Activities Updated in FFY 2007
1.	2008 Part C will clarify policies and procedures related to Natural Environment justification.	In September 2008 a Natural Environment Manual was developed by our DDS Training Specialist. This manual is given out in Training to new Service Coordinators, providers, and other community agencies.
2.	In February 2008 Part C Staff and Quality Assurance staff will work together on monitoring for family centered services in the natural environment and what efforts are being made to improve their performance with this indicator.	2008 Ongoing activity with Quality Assurance, which will include looking at justification in annual on-site monitoring activities. Providers were requested to provide a plan to increase typically developing children in the programs.
3.	2008 Arkansas will provide quarterly training	Completed 2008 and continuing Part C training

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Arkansas
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	to the DDTCS, providers, Service Coordinators who will train parents on the benefits of “Natural Environment” and the Public Law and the reasons for service settings.	<p>on the definition of natural environment in settings such as licensed community programs where there is opportunity for more integration and/or different ways to provide integration with typically developing children. More centers are looking at adding typically developing children to their roles or integrating with typical daycares for parts of the day.</p> <p>From September 2007 to July 2008, training was conducted in eleven sites due to request and two natural environment sections/training were also conducted each quarter.</p> <p>Training on Natural Environment in August of 2008 consisted of 225 providers and then in October 40 participants were trained. Natural Environment was developed for 17 other providers in November. The results will not be reported in this 2007-08 period but should improve reporting for next year. Training will be conducted with Quality Assurance staff in January 2009.</p>
4.	In July 2008, Arkansas will send a team to the National Inclusion Institute in Chapel Hill to gain additional knowledge about options for natural environment.	Did not attend. Arkansas learned that this conference targeted Part B children and families. Part C determined that having a national expert in natural environment come to Arkansas to help with our specific needs would be more appropriate.
5.	Arkansas will have a state level meeting by June 2008 with Arkansas Child Care Division regarding how child care settings can be more open to serving children with disabilities. We will develop strategies and provide incentives to centers serving children with disabilities	Progress in 2007-08 Scheduled to occur in 2009.
6.	In March 2008 , contact Strengthening Families Institute and investigate the possibilities of becoming a partner in developing our technology to benefit the children and families in areas of the state where services are limited and education is needed. This initiative has provided help to other states in forming strategies through technology, and in strengthening the education to areas of need.	In 2008, Part C completed. After investigation Part C in Arkansas does not think that this option is viable for them at this time.

APR Template – Part C (4)

Arkansas
State

7.	In 2007 , Arkansas began to adapt the Georgia Parent Coaching Model for delivery of services. This will include a form, signed by parent, and will document how providers are informing parents about family centered approach and their responsibility to enhance and develop their child's skills with support.	In 2008 , Arkansas changed direction to look at other options that are available. In 2009 , Part C will schedule a technical assistance expert to visit in Arkansas and make recommendations for our system.
8.	In 2008 , State staff will present to local interagency councils, and parent meetings on family centered services in the natural environment.	In 2008 , Arkansas changed direction to look at other options for natural environment, so this element was postponed until 2009.
9.	In 2008 , Part C will update the DDS Children's Services website to include link to Parent Training and Information Systems and other partners, especially parent support groups.	Completed in 2008, continuing.
10.	In February 2008 Part C will begin work with Quality Assurance on how to monitor for family centered services in the natural environment and what efforts are being made by providers to improve their performance with this indicator.	Completed in 2008, and ongoing.

Arkansas continues to improve this indicator through:

- Arkansas is going to look at a new way of reporting this data to give credit for improvements where there is not a majority of non-disabled children in a setting.
- Due to funding issues and rising gas prices through this rating period we heard more complaints about parents having to make the trip to clinics because the parent is paid for transportation where the providers in Arkansas are not paid for travel.

From September 2007 to July 2008, training was conducted in eleven sites due to request and two natural environment sections/training were also conducted each quarter.

Training on Natural Environment in August of 2008 consisted of 225 providers and then in October 40 participants were trained. Natural Environment was developed for 17 other providers in November. The results will not be reported in this 2007-08 period but should improve reporting for next year. Training will be conducted with Quality Assurance staff in January 2009.

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09

Arkansas would like to revise their 2009 Improvement activities to include:

- Research other states with Licensed Community Programs to look at their system and how they define their system and do their reporting.
- Stakeholders determine how Arkansas will define compliance and non-compliance based on research and what is feasible for State.
- Part C will change the method of reporting and collecting natural environment settings so that they have a clearer picture of what is happening in each program.
- Part C will contact Arkansas Child Care Division to continue discussion about collaboration to expand options for children to be served in natural environment.

Correction of non-compliance from 2006.

In 2006 Arkansas reported 1521 children were served in Licensed Community Programs and Clinic settings. Corrective Action plans were requested from 49 Community Programs and providers on how they would show improvement within one year. There were 25 programs that maintained their status with a small number of typically developing children, or decreased. We have given those program 90 days to show improvement activities which could be; integration with a typical daycare for a period of time daily, or increase their number of typically developing children in the center.

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Monitoring Priority: Early Intervention Services in Natural Environments

Indicator 3: Percent of infants and toddlers with IFSPs who demonstrate improved:

- A. Positive social-emotional skills (including social relationships):
- B. Acquisition and use of knowledge and skills (including early language/communications); and
- C. Use of appropriate behaviors to meet their needs.

Measurement:

A. Positive social-emotional skills (including social relationships):

- a. Percent of infants and toddlers who did not improve functioning = [(# of infants and toddlers who did not improve functioning) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = [(# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = [(# of infants and toddlers who improved functioning to a level

nearer to same-aged peers but did not reach it) divided by (# of infants and toddlers with IFSPs assessed)] times 100.

- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = [(# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = [(# of infants and toddlers who maintained functioning at a level comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.

If a + b + c + d + e does not sum to 100%, explain the difference.

B. Acquisition and use of knowledge and skills (including early language/communication and early literacy):

- a. Percent of infants and toddlers who did not improve functioning = [(# of infants and toddlers who did not improve functioning) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = [(# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = [(# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = [(# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = [(# of infants and toddlers who maintained functioning at a level comparable to same-aged peers) divided by (# of infants and toddlers with IFSPs assessed)] times 100.

If a + b + c + d + e does not sum to 100%, explain the difference.

C. Use of appropriate behaviors to meet their needs:

- a. Percent of infants and toddlers who did not improve functioning = [(# of infants and toddlers who did not improve functioning) divided by (# of infants and toddlers with IFSPs assessed)] times 100.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = [(# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers) divided by the (# of infants and toddlers with IFSPs assessed)] times 100.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = [(# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it) divided by the (# of infants and toddlers with IFSPs assessed)] times 100.
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = [(# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers) divided by the (# of infants and toddlers with IFSPs assessed)] times 100.

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Arkansas
State

- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = [(# of infants and toddlers who maintained functioning at a level comparable to same-aged peers) divided by the (# of infants and toddlers with IFSPs assessed)] times 100.

If a + b + c + d + e does not sum to 100%, explain the difference.

FFY	Measurable and Rigorous Target

See SPP attachment

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services in Natural Environments

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a) (3) (A) and 1442)

FFY	Measurable and Rigorous target
2007-08	A. Arkansas will achieve 77% B. Arkansas will achieve 67% C. Arkansas will achieve 84%

Actual Target Data for 2007-08:

Approximately 3000 surveys were sent to families in July of 2008, with 527 returned completed. This data is taken from surveys sent to all the Part C families presently being serviced in Arkansas.

- A. Know their rights;
62%
- B. Effectively communicate their child's needs; and

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Arkansas
State

67.5%

C. Help their children develop and learn.

70.8%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

- A. Know their rights. Arkansas did not meet target of 75%.
- B. Effectively communicate their children's needs. Arkansas met and exceeded their target of 65% for this year.
- C. Help their children develop and learn. Arkansas did not meet it's 2007-08 target of 83%

Arkansas continues to provide training to State Staff and providers on parent rights, and involvement of the family in the IFSP process and training.

	State performance plan activities	Plan activities completed
1.	In 2008, Arkansas Part C will continue to train and emphasize to the Service Coordinators the importance of parents rights.	Completed in 2008 and ongoing. Child and Family Outcomes Course was presented twice quarterly in 2008. It is required for all new service coordinators. This course was requested and presented onsite to 2 (two) providers. In addition, parent's rights are addressed in the course: Procedural Safeguards, which is required for new Service Coordinators and offered twice each quarter. Parent surveys are also given to trainees.
2.	In 2008, Service Coordinators will work with parents in helping them to understand their children's needs and be more effective in their communications and in their endeavor to help their children	Completed in 2008 and ongoing.
3.	In 2008, Arkansas has a parent Advisor who organizes parent groups and will work with Service Coordinators in assisting more Part C parents.	Ongoing into 2009 with Parent Training and Information Systems.
4.	In 2008 Part C participates with the Arkansas Child Find Committee and that	Completed in 2008. Part C training consultant began the process of convening

APR Template – Part C (4)

Arkansas
State

	website is www.archildfind.org . Information concerning educational needs can be found on this website.	the Child Find Committee inviting previous members to participate. A website was started at DDS Children's Services listing local services available for parents and others. This process will be ongoing and continuing to develop in 2009. Part C met with HOLA of Arkansas in January of 2009 to discuss plans to place Part C information for Hispanic populations in their newspaper and do announcements on radio.
5.	Arkansas in 2008 will review materials that have been developed for providers and parents related to 'parents rights' and determine to what extent these materials are being used.	In 2008 , the Child Find Committee made a review of the existing parent rights material and will have recommendations by early 2009.
6.	Arkansas in 2008 will continue to place emphasis on the parent training model of services delivery process which will involve instructions about the Federal Law and parent responsibility.	In 2008 Arkansas changed direction on parent training model and will look at in 2009 all the other options available with the help of a national specialist in natural environment options.
7.	In 2008 Arkansas will collaborate with the Parent Training and Information system to provide information to parents about their rights.	In 2009 , Arkansas will meet with a specialist in natural environment to determine direction for this improvement activity.
8.	Arkansas in 2008 will look at methods to better analyze the information in surveys received from parents.	Ongoing in 2009.
9.	In 2008 Providers and state staff will receive copies of parent surveys to better understand what areas of improvement are needed.	In 2008 , providers received report cards showing them the areas under this indicator which showed low reporting by parents.

Revision, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008:

SPP response from 2006-07:

The surveys that data was taken from in 2006 were sent out to all eligible and participating families.

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/Child Find

Indicator 5: Percent of infants and toddlers birth to 1 with IFSPs compared to:

- A. Other States with similar eligibility definitions; and
- B. National data.

(20 U.S.C. 1414(a) (3) (B) and 1442)

Measurement:

- A. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to the same percent calculated for other States with similar (broad) eligibility definitions.

<u>State</u>	<u>Age 0 to 1</u>	<u>PERCENT</u>
Arkansas	294	0.72%
Alabama	364	0.58%
Maryland	979	1.25%
Virginia	745	0.70%

- B. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to National data.

NATIONAL AVERAGE:	40,870	1.01%
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FFY	Measurable and Rigorous Target
2007-08	Arkansas will improve in this area to .45%

Actual Target Data for 2007-08:

294 divided by 40,870 = .0072 x 100 = 0.72%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

APR Template – Part C (4)

Arkansas
State

Arkansas met and surpassed its target of serving up to .45% of infants and toddlers birth to 1 year of age for this reporting year. This appears to be due to:

Arkansas Part C is working with the Arkansas Children's Hospital, Arkansas School for the Deaf, and Arkansas Health Department (ADH) to increase our services for children who are deaf/hard of hearing, cleft lip/palate, and/or feeding and swallowing dysfunction. This grant will identify and provide needed services such as speech pathology, audiology, training, and coordination around the state. Arkansas Health Department is completing a *Memorandum of Understanding* with Part C that will require referrals to Part C for infants and toddlers, and Part C will report back level of services, and also report children that ADH have not previously identified.

Part C staff continues to be involved with the Assuring Better Child Health Development (ABCD) Initiative, which was responsible this past year for the 9 month, 18 month, and 24 month screenings for Medicaid Children in Arkansas. This committee is looking at an Autism Screening tool to be added to the developmental tool. The ABCD Committee will merge with the AR Early Childhood Comprehensive System Initiative (AECCS) to link with Medical Home and Social Emotional components.

Division of Children and Family Services (DCFS) has requested referral information from Part C. In May of each year Part C polls Service Coordinators for local referrals made from DCFS. This reporting is tied to the CAPTA law which requires that all identified cases of Child Abuse be referred to Part C.

Part C is a member of the Quality Rating Improvement System (QRIS) subgroup which is looking at the components for a comprehensive evaluation of child care centers. This group is looking to develop a framework for presentation to potential funders. Research has been conducted of other states that have quality rating systems and how they work, whether child care was improved, and whether children who receive care at these sites experience improved outcomes, including those for cognitive and emotional development and school readiness.

Part C staff and providers provide regular public awareness in local areas to physicians their nurses, at health fairs, and through interagency meetings.

	State Performance plan activities	Plan activities completed
1.	In 2008, Arkansas will continue to focus more Child Find efforts in the Southeast part of the state.	Completed and ongoing.
2.	In 2008, more focus will be given to educating parents about the Early Intervention program and its benefits.	Ongoing. Part C staff and child find committee met with HOLA of Arkansas to plan for publishing Early Intervention in their Hispanic newspaper and for radio announcements.

APR Template – Part C (4)

Arkansas
State

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09:

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/Child Find

Indicator 6: Percent of infants and toddlers birth to 3 with IFSPs compared to:

- A. Other States with similar eligibility definitions; and
- B. National data.

(20 U. S. C 1416(a) (3) (B) and 1442)

Measurement:

- A. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to the same percent calculated for other States with similar Broad eligibility definitions.

<u>State</u>	<u>Age 0-3</u>	<u>Percent</u>
Arkansas	2,838	2.34%
Alabama	2,716	1.46%
Maryland	6,991	3.05%
Virginia	6,023	1.92%

- B. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to National data.

National Average	121,209	2.48%
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(The above information was taken from the federal resource.org Table8-1)

FFY	Measurable and Rigorous Target
2007-08	2.78%

Actual Target Data for 2007-08:

2,838 divided by 121,209 = .0234 x 100= 2.34%

Discussion of improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Arkansas did not meet and exceed its target of 2.78%. Arkansas analyzed this data and found a decrease in population overall which could account for some of the decrease. Information from state service coordinators explaining the decline are:

1. Physicians referring to programs (therapy) rather than First Connections, thus the child is not reported in our child count.
2. Providers do not refer children who don't meet their criteria, but would meet the Part C eligibility criteria.

Arkansas Part C is working with Arkansas Children's Hospital, Arkansas School for the Deaf, and Arkansas Health Department (ADH) to increase our services for children who are deaf/hard of hearing, cleft lip/palate, and/or feeding and swallowing dysfunction. This grant will identify and provide needed services such as speech pathology, audiology, training, and coordination around the state. Arkansas Health Department is completing a *Memorandum of Understanding* with Part C that will require referrals to Part C for infants and toddlers, and Part C will report back level of services, and also report children that ADH have not previously identified.

Part C staff continues to be involved with the Assuring Better Child Health Development (ABCD) Initiative, which was responsible for the 9 month, 18 month, and 24 month screenings for Medicaid Children in Arkansas. This committee is looking at an Autism Screening tool to be added to the developmental tool. The ABCD Committee will merge with the AR Early Childhood Comprehensive System Initiative (AECCS) to link with Medical Home and Social Emotional components.

Division of Children and Family Services (DCFS) has requested referral information from Part C. In May of each year Part C polls Service Coordinators for local referrals made from DCFS. This reporting is tied to the CAPTA law which requires that all identified cases of Child Abuse be referred to Part C.

Part C is a member of the Quality Rating Improvement System (QRIS) subgroup which is looking at the components for a comprehensive evaluation of child care centers. This group is looking to develop a framework for presentation to potential funders. Research has been conducted of other states that have quality rating systems and how they work, whether child care was improved, and whether children who receive care at these sites experience improved outcomes, including those for cognitive and emotional development and school readiness.

Arkansas Part C staff and providers continue to provide public awareness activities around the state to physicians offices, health fairs both locally and statewide, and participation on interagency teams.

	State performance plan activities	Plan Activities Completed
1.	In 2008 Arkansas will aggressively do	Scheduled for 2009

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Arkansas
State

	public awareness ads and campaigns regarding the Early Intervention program, First Connections.	
2.	Arkansas has child find materials available on the Child Find website at www.archildfind.org .	Ongoing
3.	In 2008 , Arkansas will continue to visit physician's clinics in all areas of Arkansas.	Ongoing
4.	In 2008 , Arkansas will work to increase local public awareness about Early Intervention Services. Arkansas will discuss with local interagency councils the need to target communities.	Ongoing through local interagency, physician's/nurse office visits and health fairs. Part C staff met with HOLA of Arkansas in January 2009 to discuss placing Early Intervention information in their Hispanic newspaper and radio announcements targeting Hispanics.
5.	In 2008 , Arkansas will form a committee to address the non-English speaking populations.	Process to start in 2009. Part C staff met with HOLA of Arkansas in January 2009 to discuss placing Early Intervention information in their Hispanic newspaper and radio announcements targeting Hispanics.
6.	In 2008 , Arkansas will develop Memorandums of Understanding with other agencies that provide services to this age group: Early Head Start, and ABC. Arkansas will meet with Arkansas Child Care Division who administers the ABC Grant and discuss a plan to increase service delivery through those programs.	Completed Memorandums of Understanding with some Early Head Start programs. Schedule in 2009 to start interaction with Child Care Division about increasing service delivery.

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/Child Find

Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U. S. C 1416(a) (3) (B) and 1442)

Measurement:

Percent = [(# of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline) divided by the (3 of eligible infants and toddlers evaluated and assessed)] times 100.

Account for untimely evaluations.

FFY	Measurable and Rigorous Target
2007-08	Arkansas will have 100%.

Actual Target Data for 2007-08:

Total Providers and State Staff = 364

Timely = 265

Family Delays = 55 Total Timely: 320 = 88%

Untimely (Provider) = 44 = 12%

Reasons for delays are:

- Late Prescriptions
- Late Prior Authorizations
- Delays in transferring from Initial Service Coordinators (State Staff) to Ongoing Service Coordinators.

In 2007, there was 16 provider and state staff Service Coordinators findings of not meeting the 45 day time frames. There were 15 corrections with one provider given 90 days in which to correct non-compliance.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

APR Template – Part C (4)

Arkansas
State

Arkansas improved from 84% in 2006 to 88% for 2007. Some of the improvement activities completed during 2008 were:

- Enhancing the data system to capture correct referral date of clients coming in to the program.
- Training regarding data collection and reporting in SEAS.
- New Prior Authorization method in which provider/Service Coordinator completes a form in SEAS that allows the provider to send directly to the Prior Authorization unit has proved to be a success with some issues to be corrected this year.
- Division of Children and Family Services (DCFS) has requested referral information from Part C. In May of each year Part C polls Service Coordinators for local referrals made from DCFS. This reporting is tied to the CAPTA law which requires that all identified cases of Child Abuse be referred to Part C.
- Training has continued quarterly for new Service Coordinators and other providers. The Data Manager continues to train on timely child find activities and reminders through inquiry.

	State performance plan activities	Completed Plan Activities
1.	In 2008 , Arkansas is addressing their prior authorization process in order to get earlier approval for treatment. The Prior Authorization Unit is working with SEAS data systems staff and has developed a form in SEAS that will allow entry of Prior Authorization request by Service Coordinator, processing and archiving the form in order to store data and cut down on lost or never faxed forms. This pilot will start in January 2008.	In 2008 the new prior authorization process began on SEAS. It has improved the access to the form submitted by Service Coordinators, but there are a few issues still to be worked out. For instances, the system is unable to take over one Prior Authorization per child. This prior authorization has to be completed before another one is submitted.
2.	In 2008 , Technical assistance is being provided to physicians groups in areas of the state, south central and south east, where we are having difficulty obtaining prescriptions in a timely manner.	Quality Assurance staff and Part C staff met in 2008 with two large physician groups in Southeast Arkansas. Arkansas Foundation for Medical Care (AFMC) has conducted meetings with physicians regarding prescriptions for services and provided training and technical assistance.
3.	Part C Policies and Procedures are in place and will be promulgated in 2008 . These provide additional guidelines for providers	Scheduled to be completed in 2009 . Part C delayed this promulgation because of we had received no clarification from the

	and Service Coordinators.	Federal level on the 2004 reauthorization.
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Compliance Action from 2006-07:

There were 15 providers and state service coordinators who needed assistance on meeting their 45-day timeframes. Of those programs and state service coordinators 14 met or improved their timeframes. One program gave no response to inquiries for information and received a directed plan of correction to be completed within 90 days. Technical assistance and training is available for that program.

Revisions, with Justifications, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09:**Part C State Annual Performance Report (APR) for 2007****Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C/Effective Transition**

Indicator 8: Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:

- A. IFSPs with transition steps and services;
- B. Notification to LEA, if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.

(20 U. S. C. 1416(a) (3) (B) and 1442)

Measurement:

- A. Percent = [(# of children exiting Part C who have an IFSP with Transition steps and services) divided by the (# of children exiting Part C) times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children exiting Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

FFY	Measurable and Rigorous Target
2007-08	A. 100% B. 100 %

	C. 100%
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Actual Target Data for 2007-08

- A. 89%
- B. 89%
- C. 51%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

- A. This data reflects the number of IFSPs for children who have transitioned and have steps. Arkansas recognizes that more training and verification is needed to ensure that actual transition steps are individualized. Quality Assurance is monitoring on transition steps and their data will verify that steps are completed on each child. The data manager is working with the Special Education Automation System (SEAS) to add a field for transition steps.
- B. Data is taken from the DDS Mainframe and reflects data entry completed by Service Coordinators. Training was done this year to improve notification of eligible children to the LEA. There were 30 provider or state staff findings of non compliance for LEA notices in this time period, there were 26 corrections. The 4 not corrected are on a 90 day corrective action plan.
- C. There were 449 conferences held divided by 879 children potentially eligible for Part B X 100 equals 51% timely conferences. Training is targeting the Service Coordinators holding conferences at least 90 days before the third birthday. There were 411 provider delays. Arkansas improved this indicator by 7% from last year. This data continues to improve due to Compliance Action Plans, training, and directive memo sent from Part C. There were 21 providers with findings in 2007. Three (3) providers corrected and the 19 not correcting were given 90 day corrective action plans.

There was an improvement of 7% on transition conferences held from last year but training is continuing and non-compliance in those areas is being addressed.

Part C Early Intervention administrators and staff have conducted several workgroup sessions in this reporting period to discuss problems around the state such as transition, provider and staff determinations, and programmatic issues. Regional training will be conducted with Part B in 2009. Promulgation of Early Intervention policy and procedures progress continues and due to changes that are pending both federal and state it has been delayed until early 2009.

State of Arkansas Department of Education 3-5 year old program monitors, cooperatives, and Part C staff have met to discuss the transition process. This taskforce was looking at a county where transition was working and wanted to expand it to other counties of the state. The decision was made to notify the ADE of eligible children quarterly instead of every six months.

This year Quality Assurance began the process of data verification which will assist in identifying on site how providers are having timely transition conferences, timely notification to the LEAs,

and individualizing the transition steps. This will provide an additional layer of technical assistance and verification for the Part C program.

	State performance plan activities	Plan activities completed
1.	In 2008 Arkansas will continue to train on all aspects of the transition process.	Transition training was presented twice each quarter. It is required for all new service coordinators. This course was requested and presented onsite to 2 (two) providers.
2.	In 2008 LEA conference notices are to be sent to the educational cooperatives preferably by fax with the fax confirmation being filed in the child's record as proof.	Ongoing activity with trainings in 2007-08. Transition training was presented twice each quarter. It is required for all new service coordinators. This course was requested and presented onsite to 2 (two) providers.
3.	In the February 2008 meetings with Quality Assurance about monitoring transition Part C will include monitoring steps and how technical assistance should be provided.	Completed 2008.
4.	A meeting is scheduled in February 2008 with Arkansas Department of Education and stakeholders to address the problems we share in collaboration.	Completed 2008. Part B and Part C staff have met twice in 2009 to look at priorities for the coming year. Regional training is scheduled for transition with both Part B and Part C participating.
5.	Arkansas has clarified their dates for notification to the Arkansas Department of Education. These dates will be promulgated this year.	In 2008 a letter with new guidelines clarified the dates of notification for children who are eligible for 3-5 year old services. This new guideline will be promulgated in 2009 .

Non-Compliance corrected from 2006-07:

There were two (2) providers who did not improve or correct after one year in sending their notices to the LEA for children who were considered to be eligible to 3-5 services. These providers were given 90 days to correct and show 100% compliance. One provider did not respond to request for information, this information was sent to Quality Assurance and the provider was sent a directed plan of correction within 90 days.

APR Template – Part C (4)

Arkansas
State

There were 18 providers who did not improve or correct after one year having their transition conferences at least 90 days before the child's third birthday. Letters were sent giving them 90 days to correct this and show 100% compliance. Technical assistance has been offered to one of those programs/Service Coordinators who had confused this conference with an Arkansas Department of Education Conference Decision meeting.

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09:

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/General Supervision

Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U. S. C. 1416(a) (3) (B) and 1442)

Measurement:

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance
- b. # of corrections completed as soon as possible but in no case later than one year from identification.

For any noncompliance not corrected within one year of identification, describe what actions, including technical assistance and/or enforcement that the State has taken.

FFY	Measurable and Rigorous Target
2007-08	100%

Actual Target Data for 2007-08:

INDICATOR C-9 WORKSHEET

APR Template – Part C (4)

Arkansas
State

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2007 (7/1/07 to 6/30/08)	(a) # of Findings of noncompliance identified in FFY 2007 (7/1/07 to 6/30/08)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.	Monitoring Activities: On-Site Visits	4	1	1
	Data Review	76	3	3
	Dispute Resolution: Complaints, Hearings			
2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	Monitoring Activities: On-Site Visits	4	1	
	Data Review	76	42	16
	Dispute Resolution: Complaints, Hearings			
3. Percent of infants and toddlers with IFSPs who demonstrate improved outcomes	Monitoring Activities: On-Site Visits	NA		
	Data Review			
	Dispute Resolution: Complaints, Hearings			
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring Activities: On-Site Visits	NA		
	Data Review			
	Dispute Resolution: Complaints, Hearings			

APR Template – Part C (4)

Arkansas
State

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2007 (7/1/07 to 6/30/08)	(a) # of Findings of noncompliance identified in FFY 2007 (7/1/07 to 6/30/08)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
5. Percent of infants and toddlers birth to 1 with IFSPs	Monitoring Activities: On-site visits Data review	NA		
6. Percent of infants and toddlers birth to 3 with IFSPs	Dispute Resolution: Complaints, Hearings			
7. Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.	Monitoring Activities: On-Site Visits Data Review	4 76	1 16	0 15
	Dispute Resolution: Complaints, Hearings			
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: A. IFSPs with transition steps and services;	Monitoring Activities: On-Site Visits Data Review	4 A. 76	1 A. 0	1
	Dispute Resolution: Complaints, Hearings			
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to	Monitoring Activities: On-Site Visits Data Review	4 76	0 30	26

APR Template – Part C (4)

Arkansas
State

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2007 (7/1/07 to 6/30/08)	(a) # of Findings of noncompliance identified in FFY 2007 (7/1/07 to 6/30/08)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
preschool and other appropriate community services by their third birthday including: B. Notification to LEA, if child potentially eligible for Part B	Dispute Resolution: Complaints, Hearings			
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: C. Transition conference, if child potentially eligible for Part B.	Monitoring Activities: On-Site Visits Data Review	4 76	0 21	3
	Dispute Resolution: Complaints, Hearings			
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other			
	Dispute Resolution: Complaints, Hearings			
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other			

APR Template – Part C (4)

Arkansas
State

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2007 (7/1/07 to 6/30/08)	(a) # of Findings of noncompliance identified in FFY 2007 (7/1/07 to 6/30/08)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
	Dispute Resolution: Complaints, Hearings			
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other			
	Dispute Resolution: Complaints, Hearings			
Sum the numbers down Column a and Column b			116	65

Percent of noncompliance corrected within one year of identification = 56%
(Column (b) sum divided by column (a) sum) times 100

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Slippage this year is related to the way Arkansas defines natural environments. Any services not held in homes or typical daycares are considered to be out of the natural environment. Transition conferences held 90 days before the 3rd birthday are not held because providers want that conference to coincide with Arkansas Department of Educations consent for services at the transition conference. When the parents sign consent for evaluation at the transition conference they have 60 days on that consent, so providers like to hold the conference closer to the third birthday, so that two meetings are not required.

DDS Quality Assurance and Part C staff met to discuss the outcome of the focus monitoring conducted in late 2007. The experience was very good and everyone who attended considered it to be a success. Each year Quality Assurance does a site visit with each provider to issue certification and at that time they do monitoring of each program. In discussions with them about focus monitoring it was determined that it was duplicating work that they already do and if they find concerns they may conduct a complete file monitoring at the site. Depending on the problems found in a site visit Part C state staff may be included in the monitoring. In this reporting period Part C participated in five joint monitoring or technical assistance visits to provide input. This group meets on a regular basis to discuss issues related to monitoring and reporting.

APR Template – Part C (4)

Arkansas
State

Part C Early Intervention administrators and staff have conducted several workgroup sessions in this reporting period to discuss problems around the state such as transition, provider and staff determinations, and programmatic issues. Promulgation of Early Intervention policy and procedures progress continues and due to changes that are pending both federal and state it has been delayed until early 2009.

Arkansas Part C licensing and certification standards were promulgated in late 2007. Those standards are now used to enforce non-compliance for all licensed community programs, Part C voucher providers, and non-centered based programs. All non-compliance for data entry is handled through the Part C Coordinator but any one who does not provide data will be sanctioned through Quality Assurance.

In March 2008 Part C met with the Early Head Start Agency to review our Memorandum of Understanding. Both agencies agreed to more training statewide.

	State performance plan activities	Plan activities completed
1.	In 2008 Arkansas Part C will continue to work with our General Supervision Task Force and the technical assistance staff from DAC, SERRC, and NECTAC on improvement of our monitoring systems. We will continue to have monthly contact through email and conference calls.	Completed in 2008. Part C met with the Quality Assurance team and other stakeholders to streamline the different components of our monitoring system. Technical assistance staff made suggestions on ways to combine the efforts of Quality Assurance so that it supplemented our data system monitoring.
2.	In 2008 our General Supervision Task Force and Core Work group will continue to work on improvement strategies of our monitoring systems. This group will meet in February 2008 to begin changes we will make to improve the monitoring process.	Completed in 2008 when the team decided to look through all the monitoring aspects of our system and deleted duplications, added a verification element, and decided coordinating the data information with on site monitoring would solidify the process. That process starts in early 2009.
3.	The monitoring team who begins meetings in February 2008 will develop a protocol for focused monitoring. This will include how cohort groups will be selected and who will select them, monitoring team composition, and reporting collection and methods.	Completed in 2008 with the decision that focus monitored was being done by the team from Quality Assurance and Part C when it was decided by the team that it was needed. This process has specific protocol that requires the teams to come together for monitoring.
4.	Arkansas will more closely monitor those who were out of compliance and give them more attention and technical assistance. This will involve a more focus monitoring approach. Timeframes will be established in February 2008 .	Completed in 2008 , see above # 3.
5.	We continue to work on our two (2) data	Scheduled for interface in early 2009

APR Template – Part C (4)

Arkansas
State

	systems by interfacing the old Main Frame computer system with the new Special Education Automation System (SEAS) data system.	
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INDICATOR C-9 WORKSHEET for 2005

Indicator	General Supervision System Components	# of Programs Monitored in FFY 2005	a. # of Findings of noncompliance identified in FFY 2005 (7/1/05-6/30/06)	b. # Findings from a. for which correction was verified no later than one year from identification	c. # Findings from b. for which correction was verified in 2006-2007
1. Percent of infants and toddlers with IFSPS who receive the early intervention services on their IFSPS in a timely manner.	Monitoring: On-site monitoring	54	11	10	1
2. Percent of infants and toddlers with IFSPS who primarily receive early intervention services in the home or community-based settings.	Monitoring: on-site monitoring	54	10	7	3
3. Percent of infants and toddlers with IFSPS who demonstrate improved outcomes.	Monitoring:	NA			
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring:				
5. Percent of infants and toddlers birth to 1 with IFSPS.	Monitoring Data review	100%			
6. Percent of infants and toddlers birth to 3 with IFSPS.	Monitoring: Data review	100%	.		
7. Percent of eligible infants and toddlers with IFSPS for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45 -day timeline.	Monitoring: On site monitoring	54	11	10	1

APR Template – Part C (4)

Arkansas
State

8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: A. IFSPS with transition steps and services;	Monitoring: On site monitoring	54	10	10	
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: B. Notification to LEA, if child potentially eligible for Part B	Monitoring: On site monitoring	54	10	10	
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: C. Transition conference, if child potentially eligible for Part B.	Monitoring: On site monitoring	54	9	9	

INDICATOR C-9 WORKSHEET for 2006

Indicator	General Supervision System Components	# of Programs Monitored in FFY 2005	a. # of Findings of noncompliance identified in FFY 2005 (7/1/05-6/30/06)	b. # Findings from a. for which correction was verified no later than one year from identification	c. #Findings from b. for which correction was verified in 2006-07
1. Percent of infants and toddlers with IFSPS who receive the early intervention services on their IFSPS in a timely manner.	Monitoring: On site monitoring Data review	100%	13 State Staff 5 providers	7 State Staff 0 providers, CAP plans being reviewed	7
2. Percent of infants and toddlers with	Monitoring:	69	10	10	

APR Template – Part C (4)

Arkansas
State

IFSPS who primarily receive early intervention services in the home or community-based settings.	On site monitoring		Licensed Community programs are Monitored for correct justification		
3. Percent of infants and toddlers with IFSPS who demonstrate improved outcomes.	Monitoring:	NA	NA	NA	
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring: On-site review		0	0	
5. Percent of infants and toddlers birth to 1 with IFSPS.	Monitoring: Child count	100%	0	0	
6. Percent of infants and toddlers birth to 3 with IFSPS.	Monitoring: Child count	100%	0	0	
7. Percent of eligible infants and toddlers with IFSPS for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45 –day timeline.	Monitoring: On site monitoring	69	5	5	
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: A. IFSPS with transition steps and services;	Monitoring: on site monitoring	69	10	10	
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: B. Notification to LEA, if	Monitoring: on-site monitoring	69	10	10	

APR Template – Part C (4)

Arkansas
State

child potentially eligible for Part B					
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including: C. Transition conference, if child potentially eligible for Part B.	Monitoring: on-site monitoring	69	10	10	

Revisions, with Justification to Proposed Targets/Improvement Activities/Timelines/Resources for 2007-07:

Revision for 2009:

Beginning January 2009, the Part C Data Manager will receive a list of providers to be monitored each month by Quality Assurance Staff and she will issue the printouts of data, along with any problem that may be occurring, to the Quality Assurance Staff to use for verification purposes or technical assistance purposes.

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/General Supervision

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a) (3) (B) and 1442)

Measurement: Percent = $[(1.1(b) + 1.1(c)) \text{ divided by } 1.1] \text{ times } 100$.

FFY	Measurable and Rigorous Target
2007-08	100%

Actual Target Data for 2007-08:

Arkansas Target Data for 2007 was 100%.

APR Template – Part C (4)

Arkansas
State

$6 + 4$ divided by 10 times 100 = 100%

(1) Written, signed complaints, total 14

(1.1) Complaints with reports issued, 10

(a) Reports with findings, 10

(b) Reports within timelines, 6

© Reports within extended timelines, 4

(1.2) Complaints withdrawn or dismissed, 0

(1.3) Complaints pending, 4

(a) Complaints pending a due process hearing, 0

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

	State performance plan activities	Plan activities completed
1.	In 2008, Arkansas will continue to follow procedures relative to investigations. Quality Assurance will receive copies of the Part C investigation files in order to build a file for certification purposes.	Completed in 2008 and ongoing

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2007:

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/General Supervision

Indicator 11: Percent of fully adjudicated due process hearing that were fully adjudicated within the applicable timeline.

(20 U. S. C. 1416(a)(3)(B) and 1442)

Measurement: Percent = $[(3.2(a) + 3.2(b) \text{ divided by } 3.2)] \text{ times } 100.$

APR Template – Part C (4)

Arkansas
State

FFY	Measurable and Rigorous Target
2007-08	100%

Actual Target Data for 2007-08:

There were no due process hearing requests for the past year. 0%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09:

Revisions for 2009:

- Arkansas will contact CADRE to discuss changing due process procedures from Part B to Part C.

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/General Supervision

Indicator 12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a) (3) (B) and 1442)

Measurement: Percent = (3.1(a) divided by 3.1) times 100.

FFY	Measurable and Rigorous Target
2007-08	100%

Actual Target Data for 2007-08:

No hearings.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007:

APR Template – Part C (4)

Arkansas
State

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09:

Revision for 2008-09:

- Arkansas will contact CADRE to discuss changing due process procedures from Part B to Part C.

Part C State Annual Performance Report (APR) for 2007

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/General Supervision

Indicator 13: Percent of mediations held that resulted in mediation agreements.

(20 U. S. C. 1416(a) (3) (B) and 1442)

Measurement: Percent = [(2.1(a) (1) + 2.1(b) (1) divided by 2.1] times 100.

FFY	Measurable and Rigorous Target
2007-08	100%

Actual Target Data for 2007-08:

No mediations requested.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007-08:

Training Consultants continue to emphasize the importance of parents knowing their rights and how they can request and receive mediation services.

In July of 2007 Part C finalized their contract for mediation with the UALR Bowen School of Law. Extensive training was conducted in all regions of the state with providers and Service Coordinators. Our focus this year has been more training and education to improve parent education of their rights and participation in the overall process.

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2008-09:

Part C State Annual Performance Report (APR) for 2007-08:

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C/General Supervision

Indicator 14: State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a) (3) (B) and 1442)

Measurement: State reported data, including 618 data, State performance plan, and annual performance reports, are:

- a. Submitted on or before due dates (February 1 for child count, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and
- b. Accurate (describe mechanisms for ensuring error free, consistent, valid and reliable data and evidence that these standards are met).

FFY	Measurable and Rigorous Target
2007-08	100%

Actual Target Data for 2007:

Scoring Rubric**Part C Indicator 14 Data Rubric**

Indicator 14 - SPP/APR Data			
APR Indicator	Valid and reliable	Correct calculation	Total
1	1	1	2
2	1	1	2
3	1	1	2
4	1	1	2
5	1	1	2
6	1	1	2
7	1	1	2
8A	1	1	2
8B	1	1	2
8C	1	1	2
9	1	1	2
10	1	1	2
11	1	1	2
12	1	1	2

APR Template – Part C (4)

Arkansas
State

13	1	1	2
		Subtotal	30
APR Score Calculation	Timely Submission Points (5 pts for submission of APR/SPP by February 2, 2009)		5
	Grand Total		35

Indicator 14 - 618 Data					
Table	Timely	Complete Data	Passed Edit Check	Responded to Date Note Requests	Total
Table 1 – Child Count Due Date: 2/1/08	1	1	1	1	4
Table 2 – Settings Due Date: 2/1/08	1	1	1	1	4
Table 3 – Exiting Due Date: 11/1/08	1	1	1	NA	3
Table 4 – Dispute Resolution Due Date: 11/1/08	0	1	1	N/A	3
				Subtotal	13
			Weighted Total (subtotal X 2.5; round ≤ .49 down and ≥ .50 up to whole number)		33
Indicator # 14 Calculation					
			A. APR Total	35	35
			B. 618 Total	35	33
			C. Grand Total	70	68
Percent of timely and accurate data = (C divided by 70 times 100)			(C) / (70) X 100 =		97%

Part C – Indicator #14

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2007:

Arkansas is still negotiating for the integration of Special Education Automation System (SEAS) computer system and our own database which will collect data more efficiently. One of the changes that we hope to institute within the year is a more defined collection of timely services, Indicator 1. We were unable to add funding this year to the state computer system because the information system has to prioritize their time with the State of Arkansas. Part C continues to train staff and providers on SEAS data entry.

Arkansas Part C standards were promulgated in late 2007. Those standards are now used to enforce non-compliance for all licensed community programs, Part C voucher providers, and non-centered based programs. All non-compliance for data entry is handled through the Part C Coordinator but any one who does not provide data will be sanctioned through Quality Assurance.

	State performance plan activities	Plan activities completed
1.	Arkansas will continue to meet with out General Supervision Task Force; our Core Work group and our data systems personnel to work out problems in our systems and our program in order to ensure error free data. New revisions in SEAS system and our state computer system have made data collection an easier process. There are still problems to work on and improve. This task force is schedule to meet in February 2008 .	Ongoing 2009.
2.	Arkansas will determine in it's 2008 task force meeting and follow up meetings, if necessary, what personnel is needed to effectively monitor for Part C compliance. Discussions in these meetings will determine who is monitoring, if it is being reported accurately to meet our needs, and if verification meets Part C standards.	Completed 2008.
3.	Arkansas eligibility states children are eligible for Part C if there is (1) a diagnosed physical or mental condition and/or, (2) a 25% delay in one area or more. Arkansas sees this as a training issue for 2008 as children who have a	Ongoing for 2009.

APR Template – Part C (4)

Arkansas
State

	diagnosed physical or mental condition are considered eligible in Arkansas.	
4.	In 2007 , Arkansas began the process of training staff about monitoring indicators. That training will be continued quarterly through 2008 by training consultants.	Completed and continuing in 2008.
5.	In 2008 discussions with SEAS about a service tracking system as a means to collect timely service data.	Discussions completed in 2008, scheduled for 2009.
6.	Service Coordinators and other staff are able to review EI cases on SEAS and this will be included in the February 2008 discussions with Quality Assurance.	Completed 2008.
7.	SERC and NECTAC continue to provide technical assistance on monitoring issues in 2008 .	Completed 2008.
8.	In 2008 Arkansas sees the benefit of an interface with ADE through SEAS and will continue to work toward that goal even though we hear that ADE is not interested.	Completed in 2008, will not interface with ADE in the near future.
9.	Develop tracking systems for technical assistance requests, provision, and follow-up. Arkansas will look at a means of doing this in our February 2008 meeting and follow-up with Quality Assurance.	Completed 2008.

Revisions, with Justification, to Proposed Targets/Improvement Activities/Timelines/Resources for 2009: